

08405/9

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

City Council

TITLE: COLLECTIONS OFFICER

DEFINITION

Under general supervision, to participate in the collection of delinquent utility and other City accounts; and to do related work as required.

REPORTS TO: Collections Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Collections Supervisor. Exercises close to general supervision over Collections Representatives.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Collect delinquent accounts by telephone and in person as required.
- Represent the City in small claims court proceedings to collect delinquent accounts.
- Participate in the collection of all delinquent city accounts for Utility, Finance, Business Tax and Misc. Billings.
- Assist in the preparation and submission of bankruptcy claims and represent the City in bankruptcy court.
- Participate in Collection activities and related work as required.

QUALIFICATIONS

Knowledge of:

- Effective collection techniques in compliance with Title 1.6C 1788, Robbins-Rosenthal for Debt Collection Practices Act.
- Small claims and Bankruptcy court rules, regulations and procedures.
- Accounting and bookkeeping procedures.
- Modern office practice, methods and procedures.
- Geography and street pattern of the city.

Ability to:

- Effectively handle conflict situations with customers and maintain good public relations while protecting City interests.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with court personnel and City staff.
- Research accounts and perform mathematical computations.

- Assess deposits and deposit requirements and adjust billings.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade supplemented by specialize college level course in business administration. Completion of an Associate of Arts degree is desired.

Experience: Three years of experience in the collection of delinquent accounts by telephone and field contact.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of or ability to obtain an appropriate, valid California motor vehicle operator's license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Collections Supervisor

TO: Customer Service Manager